GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3310
ANSWERED ON:10.08.2015
On-Board House-Keeping in Trains
Pathak Smt. Riti

Will the Minister of RAILWAYS be pleased to state:

(a) whether the On-Board House-Keeping services (OBHS) in trains provided by the Railways on its own or it has been outsourced and if so, the details thereof; and

(b) whether the Railways regularly monitor and ensure that the trains are serviced properly and timely to avoid inconvenience to the travelling passengers and if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) On Board Housekeeping Services (OBHS) scheme provided by Indian Railways on identified trains is mainly outsourced. However, on a few trains, the same is also being done through departmental staff. Out of 540 trains covered under OBHS scheme, 531 are through outsourcing whereas 9 trains are through departmental staff.

(b) Yes, Madam. All the train coaches are being maintained as per prescribed schedule in maintenance depots/terminals and in stipulated time period before the same is put into passenger service so that no inconvenience is caused to travelling passengers. This is being monitored regularly at various levels.
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